

Family & Social Services Administration (FSSA)/Division of Family Resources (DFR)
DFR Rules of Behavior—DFR Information Resources

These DFR Rules of Behavior (DFR RoB¹) establish certain requirements with which you must agree to comply as a condition of your authorized access to and use of DFR Information Resources. The DFR RoB are in addition to your agreement to abide by the requirements of the Information Resources Use Agreement (IRUA) and apply to all DFR personnel and other users with authorized access to DFR Information Resources, including state employees, contractors, and vendors.

DFR Information Resources include all computer system applications², supporting State Information Resources (as defined in the IRUA), and information, including Client Personal Information³ and other information deemed confidential by FSSA and/or DFR, whether in electronic, physical, or other forms, as used by DFR and other authorized personnel in support of DFR's business operations.

By signing this DFR RoB, you are affirming your understanding of and agreement to adhere to the DFR RoB.

I understand and agree that:

- I will comply with State, FSSA, and DFR policies, procedures, standards, and applicable laws and regulations when using DFR Information Resources.
- That the use of DFR Information Resources is restricted to:
 - Personnel with direct responsibility for establishing eligibility, determining benefits, authorizing benefits, and providing services for client (applicant/beneficiary) individuals and families;
 - Personnel with administrative, oversight, and quality assurance responsibilities for the benefit programs administered by DFR and DFR business operations; and,
 - Personnel with information systems responsibilities for DFR Information Resources such as, but not limited to, application developers, system administrators, database administrators, business analysts, security and privacy personnel, and similar roles.
- Any use of DFR Information Resources for purposes other than my officially assigned duties is prohibited.
- **I will keep Client Personal Information confidential** and not use or disclose Client Personal Information or other confidential information except as permitted or required by my officially assigned duties (or as may otherwise be required by law).
- **I will not access case records or related information about myself, my family, my co-workers, my friends, or business associates**—such access is prohibited and is a violation of the client's right to privacy and the DFR RoB.
- Posting Client Personal Information, including Federal Tax Information, or other confidential information on social media/networking sites, personal sites, or public websites is prohibited.
- I will comply with the IRUA and FSSA Privacy & Security Compliance Policies & Procedures including:
 - **Passwords must be kept private and secure:** I will not share my password with anyone for any reason and I understand that I will be held accountable for any actions taken by anyone I shared my password with. If my password is compromised, I will immediately change it and report it to the IOT Help Desk. I will never ask to use someone else's password.

¹ Established under Section 3 of the FSSA Privacy & Security Compliance Policies & Procedures

² By way of example, including but not limited to ICES, IEDSS Worker Portal, FACTS, CDMS, SMART, IVR, MRT, Agency Portal, and Citizens/Enhanced Benefits Portal.

³ As defined in the FSSA Privacy & Security Compliance Policies & Procedures and includes Federal Tax Information and information provided by the Social Security Administration.

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- **Computer workstations/laptops must be secure at all times:** I will lock my computer whenever I leave it unattended. I will position my monitor to minimize viewing by others.
- **I will logoff my computer before allowing someone else to use it**—not logging off and letting someone else use my computer is the same as sharing my password.
- **I will follow the FSSA Privacy & Security Compliance Policies & Procedures if I must legitimately email Client Personal Information** or other confidential information, or if I scan/send or fax Client Personal Information.
- **I understand all Client Personal Information and other confidential information must remain secure regardless of form.** This includes, but is not limited to, documents (e.g., Word, Excel, PDF, and paper), email, screen copies, scanned documents and pictures, and verbal communications.
- **I will not make copies of any DFR Information Resource screens** by printing (screen print), photography, video recording, or similar means of reproduction unless explicitly instructed or authorized by my supervisor. I understand that any such authorized reproductions must be kept secure and then properly destroyed (in accordance with FSSA policy) when no longer needed.
- If I discover or suspect that DFR Information Resources are being misused or Client Personal Information or other confidential information is being improperly used or disclosed, including accidental and unintended disclosures, I will report the situation to the FSSA Privacy & Security Officer in accordance with Section 5 of the FSSA Privacy & Security Compliance Policies and Procedures.
- Information received from the Social Security Administration (SSA) is subject to further restrictions and may only be accessed/used by individuals who need such access/use to perform their officially assigned duties in verifying eligibility for specific federally funded benefit programs (e.g., SNAP, TANF, and Medicaid). In accordance with the Privacy Act of 1974 (5 U.S.C. 552a and the rules or regulations established thereunder) and the formal agreements between SSA and FSSA/DFR, I understand my obligation to safeguard any SSA information and acknowledge that any willful improper use or disclosure of SSA information may subject me to federal civil and criminal penalties.
- If in the performance of my officially assigned duties I am given access to Federal Tax Information (FTI) provided to FSSA/DFR by the Internal Revenue Service or the Social Security Administration, I understand that FTI is subject to additional protections and I will have additional obligations to safeguard any such FTI; and, I will need to complete additional disclosure awareness training and confidentiality attestation regarding my use of FTI as directed by my supervisor (such training will address the additional obligations and applicable penalties for improper use or disclosure of FTI).

I also understand that my non-compliance with the DFR RoB and State, FSSA, and DFR policies may be cause for disciplinary action against me in accordance with State, FSSA, and DFR policy, including suspension or termination, and may also subject me to civil and criminal penalties under state and federal law.

By signing below, as a condition of your use of DFR Information Resources, you are agreeing to abide by the rules established in this DFR RoB, the IRUA, and the applicable State, FSSA, and DFR policies and procedures and that you understand the possible penalties for non-compliance.

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Printed Name

PeopleSoft ID Number

Signature

Date (month, day, year)